GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:905
ANSWERED ON:23.10.2008
CHARGES FROM AIR PASSENGERS
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Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the airlines are charging basic fare, taxes and other levies including air traffic congestion charges from the passengers;

(b) if so, the details and the justification thereof;

(c) whether the airlines are expected to give compensation to their passengers for delay/cancellation of flights for technical or other reasons, as being paid by the foreign airlines to their passengers in such contigencies; and

(d) if so, the reaction of the Government thereto?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

(a) and (b):- Air fares are not being regulated by the Government. Airlines are free to charge air fares as per the market forces.

At present, air fare charged by the private scheduled domestic airlines comprises of basic fare, fuel surcharge, congestion surcharge, passenger service fee and transaction fee (if the ticket is booked through any point of purchase other than the website). Out of the aforesaid charges, only passenger service fee (Rs.200/- per passenger) is collected by the airlines on behalf of the Airport operators and Central Government.

(c) and (d):- In case of delays and cancellations, full service airlines provide adequate facilities to the passengers which include provision of food, hotel accommodation, conveyance, cash compensation, etc. Low cost airlines also provide refreshments to passengers in case the flight is delayed more than two hours. Airlines also refund the tickets as per regulations issued by DGCA.